Richard Gannaway

DevOps Manager - Cloud Infrastructure & Platform Engineering

I am a DevOps Manager specializing in cloud infrastructure and platform engineering across AWS and Azure. I lead DevOps teams building and operating Terraform-based infrastructure, Kubernetes platforms, and secure delivery pipelines that enable product teams to move quickly and safely. I enjoy leveraging automation, observability, and AI-powered tooling (LLMs, GitHub Copilot) to improve developer experience and reliability. As an organizer of the DevOps 207 Meetup in Portland, ME, I am active in my local IT community and enjoy evangelizing DevOps principles and practices.

Recent Work History

2020 - Present

Covetrus | Portland, ME (Remote)
DevOps Manager - Cloud Infrastructure (Jan 2024 - Present)

- Lead a team of DevOps engineers responsible for designing, implementing, and operating AWS and Azure cloud infrastructure using Terraform and Kubernetes.
- Own the evolution of the company's cloud platform, including standardized infrastructure patterns, reusable Terraform modules, and self-service environments for product teams.
- Implement and manage Kong Enterprise Gateway and Kong Service Mesh to provide consistent ingress, service-to-service security, and traffic policies across clusters.
- Collaborate with security and application teams to harden the platform using Cloudflare WAF, IAM best practices, and automated security controls.
- Leverage Spot.io and other cost-optimization strategies in production workloads to significantly reduce cloud compute spend while maintaining reliability and performance.
- Use Agile practices and data from tools like Harness.io SEI to prioritize work, measure impact, and continuously improve the platform and team processes.
- Promote the use of GitHub Copilot and LLM-based tooling within the team to increase delivery speed and code quality.

Senior DevOps Engineer and Scrum Master (2020 - Dec 2023)

- Served as Scrum Master and technical lead for a nine-member DevOps team supporting thirteen cross-functional development teams and their microservices.
- Designed and maintained core Terraform modules used to deploy and operate AWS cloud infrastructure, including networking, compute (ECS/EKS), and shared services.
- Built and maintained CI/CD pipelines and deployment patterns (Harness.io, Jenkins, GitHub/GitLab, Azure DevOps) to standardize how services are built, tested, and deployed.
- Provisioned and supported Confluent Kafka in private, dedicated environments to improve reliability, performance, and data isolation.
- Led migrations of services from ECS to EKS, working with product teams to minimize downtime and modernize their deployments.
- Collaborated with engineering leaders to prioritize DevOps work, track progress using Jira and Azure DevOps, and ensure smooth communication between the platform team and product teams.

2019 - 2020

Capital One | Portland, ME (Partially Remote)
Senior Associate - Cyber Technical (Cyber Security Engineer)

- Continued supporting the former BlueTarp environment after acquisition, focusing on security, compliance, and stability of critical systems.
- Performed security assessments and audits of infrastructure and applications, identifying high-risk findings and coordinating remediation with application and infrastructure teams.
- Hardened systems to meet Capital One security standards, including IAM tightening, patching, and improved monitoring and

alerting.

- Partnered with internal security teams and bug bounty programs to triage findings, prioritize fixes, and track remediation to completion.

2018 - 2019

BlueTarp Financial | Portland, ME
Information Security Engineer | Systems Engineer

- Initially hired as the sole Systems Engineer, responsible for maintaining and modernizing core Windows and Linux infrastructure.
- Automated manual processes and reduced technical debt that was threatening the stability and scalability of internal systems.
- Transitioned into an Information Security Engineer role, orchestrating IAM policies in GCP and on-premises environments.
- Implemented security controls, performed regular security tests, and led remediation efforts based on internal assessments and third-party findings.

2016 - 2018

Vets First Choice | Portland, ME
IT Support Specialist | Executive Support

- Provided 24/7 technical support and white-glove service to executives and board members, including troubleshooting hardware, software, and connectivity issues.
- Supported conference rooms, board meetings, and remote events to ensure reliable audio/visual and collaboration tooling.
- Developed and maintained automation for workstation software deployment and inventory management, reducing manual helpdesk effort and improving consistency.

Education

University of Southern Maine
Bachelor of Psychology | 2015

Community & Leadership

- Organizer, **DevOps 207 Meetup** - host speakers on DevOps, cloud, Kubernetes, automation, and related topics; facilitate knowledge sharing within the Portland, ME technology community.

Areas of Expertise

Cloud & Platform

- AWS
- Azure
- Kubernetes
- Confluent Kafka
- Kong Enterprise Gateway and Service Mesh
- Spot.io

DevOps & Delivery

- Terraform
- Bash / Shell Scripting
- PowerShell
- Jenkins
- Harness.io Continuous Delivery and Software Engineering Insights (SEI)
- Azure DevOps (ADO)
- GitLab
- GitHub

- Jira
- Agile practices

Observability & Security

- Cloudflare
- ElasticSearch
- Splunk
- WAF configuration and tuning
- IAM and access control
- Security auditing and remediation

AI & Developer Productivity

- Large Language Models (LLMs)
- Pair programming with GitHub Copilot and OpenAI Codex Agents